

FORM NL - 45 - GRIEVANCE DISPOSAL

Registration No. 102			
Date of Registration with the IRDA: 23.10.2000			
Name of the Insurer:	ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED	Date:	30-Sep-22

Grievance Disposal for the Period Upto 30th September 2022 During the Financial Year 2022-23

Sl No.	Particulars	Opening Balance * As on beginning of the quarter	Additions during the quarter (net of duplicate complaints)	Complaints Resolved/ Settled during the quarter			Complaints Pending at the end of the quarter	Total complaints registered upto the quarter during the Financial Year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claim	17	241	98	46	96	18	392
c)	Policy Related	2	32	24	1	8	1	52
d)	Premium	0	6	1	0	4	1	9
e)	Refund	0	7	4	0	0	3	8
f)	Coverage	1	0	1	0	0	0	1
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	3	2	0	1	0	3
i)	Others	6	51	27	4	25	1	85
	Total Number of Complaints	26	340	157	51	134	24	550

2	Total No. of Policies during previous year: (upto Q2 2021-2022)	9,57,340
3	Total No. of Claims during previous year: (upto Q2 2021-2022)	1,95,298
4	Total No. of Policies during current year: (upto Q2 2022-2023)	12,98,441
5	Total No. of Claims during current year: (upto Q2 2022-2023)	1,99,920
6	Total No. of Complaints (current year) per 10,000 policies (current year):	1.22
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	19.61

8	Duration wise Pending Status	Complaints made by customers		Complaints made by intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	24	100%	0	0%	24	100%
b)	15 - 30 days	0	0%	0	0%	0	0%
c)	30 - 90 days	0	0%	0	0%	0	0%
d)	90 days & Beyond	0	0%	0	0%	0	0%
	Total Number of Complaints	24	100%	0	0%	24	100%